

Training Sample

Call Center Supervisors



Housekeeping Items

Attendance



- Attendance is **MANDATORY**
- Participation is **REQUIRED**

Class Time/ Breaks



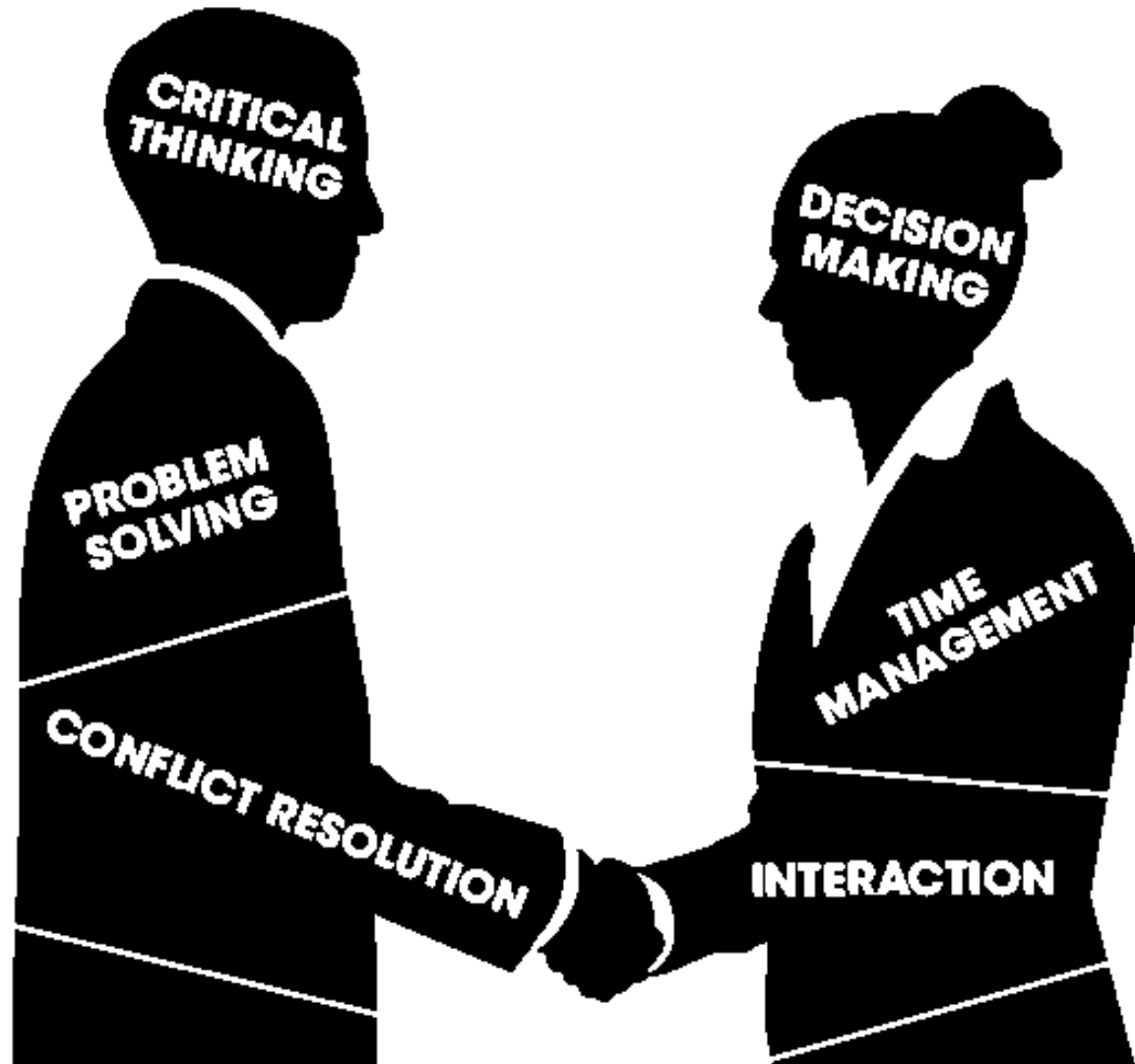
- Please be on time

Cell Phones



- They should be put away and silent while in class

Soft Skills for Supervisors



Agenda

Superior Customer Service Skills

Creating Positivity

Customer Service Recovery

Professionalism when
Dealing with Conflict

Customer Interaction Quality

Coaching for Success



Learning Objectives

At the end of this course, the participants will be able to:

- Explain importance of providing exceptional service to our customers
- Discuss the characteristics of the Service Mentality
- Communicate facts in a positive way
- Demonstrate active listening techniques
- Display positive techniques in dealing with conflict
- Role play a Best in Class call
- Give constructive criticism
- Practice techniques for changing group culture

Excellence in Customer Service



Class Activity

Providing Excellent Customer Service

What do we look for in our Star agents? How do they exemplify Excellence in Customer Service?



Excellence in Customer Service

- Doing ordinary things extraordinary well
- Going beyond what's expected
- Adding value and integrity to every interaction
- Being at your best with every customer
- Treating every customer as they would their friends or family.

Key Points to Remember

The Service Mentality

EMPATHY: A caring tone of voice

ENTHUSIASM: Projects ability and willingness to help

OWNERSHIP: Commit to resolving a problem.

RESPONSIBILITY: Be considerate to co-workers and customers

ADAPTABILITY: Change approach to each type of customer.

BALANCE: Meets the challenge of satisfying the customer and meeting the needs of the organization.

RESILIENCY: Remain calm, recover quickly.

Programs

Effective Communication



Vocal Aspects of Communication

Tempo



How fast or slow you speak

Volume



How loud or soft your voice is

Inflection



Natural rise and fall in your voice

Tone



It's all about the attitude behind what you're saying

**10% OF CONFLICT
IS DUE TO A
DIFFERENCE IN
OPINION.**

**90% IS DUE TO
THE WRONG TONE
OF VOICE.**

Class Activity

**Let's
Communicate**



Listening Skills





“

If you are thinking about the next thing you have to do or, worse, the next thing you plan to say, you aren't active listening.

”

- Kenneth H. Cohn, MD, MBA, FACS

Types of Listening Skills



Passive
Listening



Active
Listening

Passive Listening

Passive Listening is a simple way of communicating to the customer that you are listening and paying attention.

Use phrases or verbal nods such as:

- “I see...”
- “I understand...”
- “Perfect...”
- “Okay...”
- “Yes”



Active Listening

Active Listening demonstrates or confirms to the customer that you understood what was said.

Use clarifying phrases such as:

- “If I heard you correctly, you would like to know...”
- “Let me see if I understood you correctly; you need...”
- “Absolutely, I can assist you with...”

How to Become an Active Listener

When someone is speaking, put a premium on “being present”

- Don't allow distractions
- Avoid judgement and criticism
- Allow the other person to explain the situation
- Don't get pulled into responding emotionally
- Don't change subject or move in a new direction